



**St Peter's Health Centre
PPG Meeting
23rd April 2024**

'You said, we did (or are planning to)'

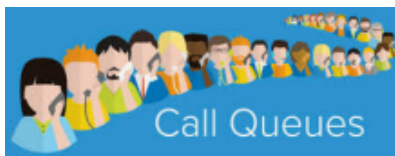
Travel Clinic:



Since we first opened our doors nearly 30 years ago, St Peter's has been providing travel health advice to the people of Brighton and beyond. After closing during the pandemic, our doors are now open again and we are here to help you with all your travel health needs.

Our travel nurse, Holly, has been a nurse for 11 years and has undertaken travel consultations for many of these. Prior to undertaking her nursing degree, she backpacked around the world and has also visited Madagascar, Cuba and Fiji as well as many other places. She is well aware of the importance of travelling safely and looks forward to helping you plan your future trips.

New telephone system – no more queueing:



We are introducing a new telephone system when our new building opens. The new system offers a call-back function meaning our patients will no longer be held in a queue but will receive a call back from one of our Patient Care Advisors.

Practice Leaflet:



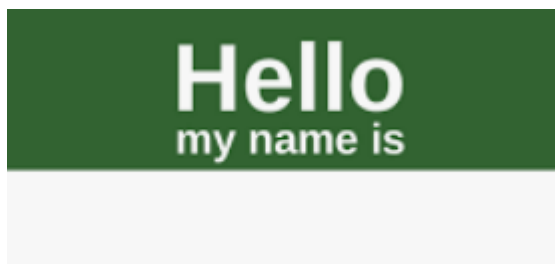
Our practice leaflet has been reviewed and updated to include a QR code for easy access to our website (thanks to one of our patient's suggestion).

Appointments – demand v capacity:



Due to the continuing issue with demand not meeting our, a new telephone triage system is being trialled which allows us to prioritise patients with the most urgent health needs and try to ensure patients' needs are dealt with on the same day (rather than asking patients to call the next morning when there is the 08.30am rush).

Who am I speaking to?



Our team of Patient Care Advisors are now introducing themselves during phone calls and all our staff wear named badges.

Our new Community Room:



We are excited to have a community room in our new building and welcome suggestions on how this can benefit our patients.